



## Rhode Island Department of Human Services

57 Howard Avenue Louis Pasteur Building Cranston, RI 02920

Office of the Director  
**Melba Depeña Affigne**

November 4, 2016

Kurt Messner, Regional Administrator  
United States Department of Agriculture  
Food and Nutrition Service  
Northeast Regional Office  
10 Causeway Street - Boston, MA 02222

Dear Administrator Messner:

Attached, per your request, is the data report through October 22, 2016. This includes overtime work performed on Saturday, October 22<sup>nd</sup>. We continue to welcome your feedback and the opportunity to ensure that future weekly reports are responsive to your needs. We are laser-focused on making sure all of our customers – not just the vast majority of the roughly 318,000 people we serve – are receiving the level of service they deserve. As expected with the implementation of such a large, complex system, there have been issues and we have teams in place to address these issues. Quality customer service continues to be our top priority. A few highlights from today's report:

- Call wait times are down 42 percent from the week of October 15<sup>th</sup>. We continue to observe call wait time reductions and expect these trends to continue into the following week.
- Approximately 20 percent of SNAP-related applications were submitted online through the customer portal.
- As we perform continual evaluation and improvement of our data collection and reporting methodology, we have further adjusted the "Date of Application" field in the "Applications by Type" tab. The data displayed in this field represents the application submission date as defined by FNS.

If you have any questions about the data provided here, please do not hesitate to contact me or my office.

Sincerely,

A handwritten signature in blue ink, appearing to read "Melba", is written over a horizontal line.

Melba Depeña Affigne  
Director, Rhode Island Department of Human Services  
cc: Bonnie Brathwaite, NERO SNAP Director

### *Enclosure*

*\*\*The data provided here is accurate to the best of our ability at this time. We conduct quality control and provide data updates on an ongoing basis and will let you know if any of this information changes. You may notice some slight differences in the historical data from last week's submission to this week's submission. This is due to our quality control/data update process.\*\**